

224210

Advocates for Universal Access
P.O. Box 21914 • Seattle, WA 98111 • 800-760-9446

FAX COVER

TO: Public Service Commission
FR: AUA
RE: docket 2010-91-C

See attached.

A handwritten signature in black ink, appearing to read "Paula" followed by a stylized flourish.

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May 27, 2010

To the Public Service Commission of South Carolina:

Advocates for Universal Access, LLC is in receipt of Order No. 2010-388 dated May 20, 2010 and received by AUA on May 24. This order, regarding AUA's Petition to Intervene, as well as the reply comments of Virgin Mobile (Docket No. 2010-91-C) states that AUA has five days from the date of the order to respond. Our intent has been simply to bring attention to a few issues regarding the issues before you.

AUA is a new entity, established this year specifically for the purpose of ensuring that all pre-paid wireless customers have an emergency cell phone and a plan they understand. As a new organization who is working to obtain a 501(c)(4) status, we are not able to retain local counsel at this time.

As stated in our initial comments, our primary concern with respect to safety is ensuring that customers who call 9-1-1 from their cell phones are able to receive emergency response services on a timely basis. We are certain that everyone involved in this petition shares that goal.

As we understand it, if a customer is disconnected from 9-1-1, the Public Safety Answering Point (PSAP) will generally try to call the person back on their phone number. However, if the customer does not answer (which could happen for any number of reasons in an emergency situation) the 9-1-1 operator may have to call the carrier to obtain more information. With many pre-paid carriers, this would mean that the 9-1-1 center would call the "facilities-based carrier" – in this case Sprint-Nextel, because the call would have been routed to the 9-1-1 center by Sprint Security, not Virgin Mobile/Assurance Wireless. That is to say, the PSAP/9-1-1 center will see the caller as a Sprint customer, not a Virgin Mobile/Assurance Wireless customer. If Sprint-Nextel operators who handle emergency calls from 9-1-1 centers have access to the Assurance Wireless customer data, this will not create any safety challenges. However, if Sprint Security is not integrated into the Virgin Mobile/Assurance Wireless database, it is our understanding Sprint Security would have to refer the 9-1-1 office to Virgin Mobile to get additional customer information. If Sprint-Nextel is able to confirm that its database is integrated with Virgin Mobile's that would seem to address this particular security concern.

In our view, this "extra step" was one of the concerns of the FCC in its forbearance order. We still think that this should be left to the FCC alone to determine which conditions should apply. We believe the PSC should wait until the FCC makes a decision.

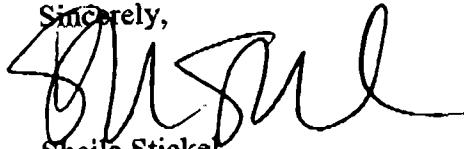
Lastly, AUA has a number of customer concerns. In our view, "pay as you go" wireless plans are often confusing, and can quickly become quite expensive compared to traditional plans. On the whole, it appears that Virgin Mobile is offering a great public service that will open mobile phone service to more customers. We believe making mobile phones available to more families is a good thing.

We have filed a few concerns with the FCC that we hope the PSC will consider:

- Do Virgin Mobile/Assurance Wireless minutes roll-over? If not, does the Lifeline Program receive reimbursement for unused minutes?
- We have seen contradictory filings on text messaging. We would appreciate clarification on the cost of text messages (10 cents or 15 cents each?)
- The Assurance Wireless website offers packages of text messages as low as 2.5 cents per message. Can this rate be standardized for these low income users particularly Assurance Wireless Lifeline users?
- What is the cost of additional minutes to be purchased by Assurance Wireless customers? Are Assurance Wireless customers receiving the same deal that Virgin Mobile customers receive?
- Is there a warranty on the phone?
- Is there a cash option to buy the phone? Many low income people don't have access to credit cards.

Thank you for your consideration of these important issues and for the detailed responses provided in the process thus far.

Sincerely,



Sheila Stickel

ADVOCATES FOR UNIVERSAL ACCESS

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(206) 428-1986

Action Item 3**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
COMMISSION DIRECTIVE**ADMINISTRATIVE MATTER ☐
MOTOR CARRIER MATTER ☐
UTILITIES MATTER ☒DATE May 20, 2010
DOCKET NO. 2010-91-C
ORDER NO. 2010-388**THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.****SUBJECT:**

DOCKET NO. 2010-91-C - Petition of Virgin Mobile USA, L.P. for Limited Designation as an Eligible Telecommunications Carrier - Discuss with the Commission the Applicant's Objection to the Advocates for Universal Access' Petition to Intervene.

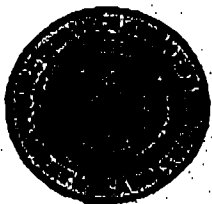
COMMISSION ACTION:

Virgin Mobile USA, L.P. has raised substantive issues regarding Advocates for Universal Access' or AUA's Petition to Intervene, to which AUA has not provided any response. I move that we give AUA five (5) days from the date of the order to respond to Virgin Mobile USA, L.P.'s objection to AUA's Petition to Intervene and to notify the Commission of its selection of counsel authorized to practice in South Carolina. If AUA fails to respond within the allotted time, its Petition to Intervene will be denied.

PRESIDING: FlemingSESSION: RegularTIME: 2:30 p.m.

	MOTION	YES	NO	OTHER
FLEMING	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HAMILTON	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HOWARD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
MITCHELL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WHITFIELD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WRIGHT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

(SEAL)

RECORDED BY: J. Schmieding*Main Reception
email*